SNOW User Guide

Version 1.1 ● November 30, 2011

“Developing a robust and resilient Service Management Suite that delivers long term business benefits to the University”

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Document History

Paper copies are valid only on the day they are printed. Contact the author if you are in any doubt about the accuracy of this document.

Revision History

Revision Number	Revision Date	Summary of Changes	Author
0.1		First Draft	Mark Flexman
1.0	13/11/11	First Issue	Mark Flexman
1.1	30/11/11	Screen shots updated	Mark Flexman

Reference Documents

Please see the following documents for more information:

Document Name	Version	Author

Distribution List

This document has been distributed to:

Name	Position	Company	Action

1 Introduction

This document provides information on how to use the EIS Service Management Suite (sometimes known as SNOW). It is intended for basic instructional use.

1.1 Purpose and Scope

This guide is intended to inform Bournemouth University staff and students on how to use the SNOW service.

1.2 Audience and Assumptions

This document is intended for all Bournemouth University staff and students

2 System Overview

The Service-Now enterprise IT service management platform combines ITIL process support and SaaS (Software as a Service) delivery to provide a flexible, intuitive and self-managing application in the cloud.

2.1 System Hardware

The core service is hosted in the cloud by Service-Now.com with one mid-server located on campus. A mid-server hosts a SNOW java-applet for asset discovery.

2.2 BU Technical Support

Technical support and system administration activities are provided by the IT Group within Estates and IT Services.
Contact the EIS service desk via the self-service portal in SNOW or by telephone on (01202 9) 65515

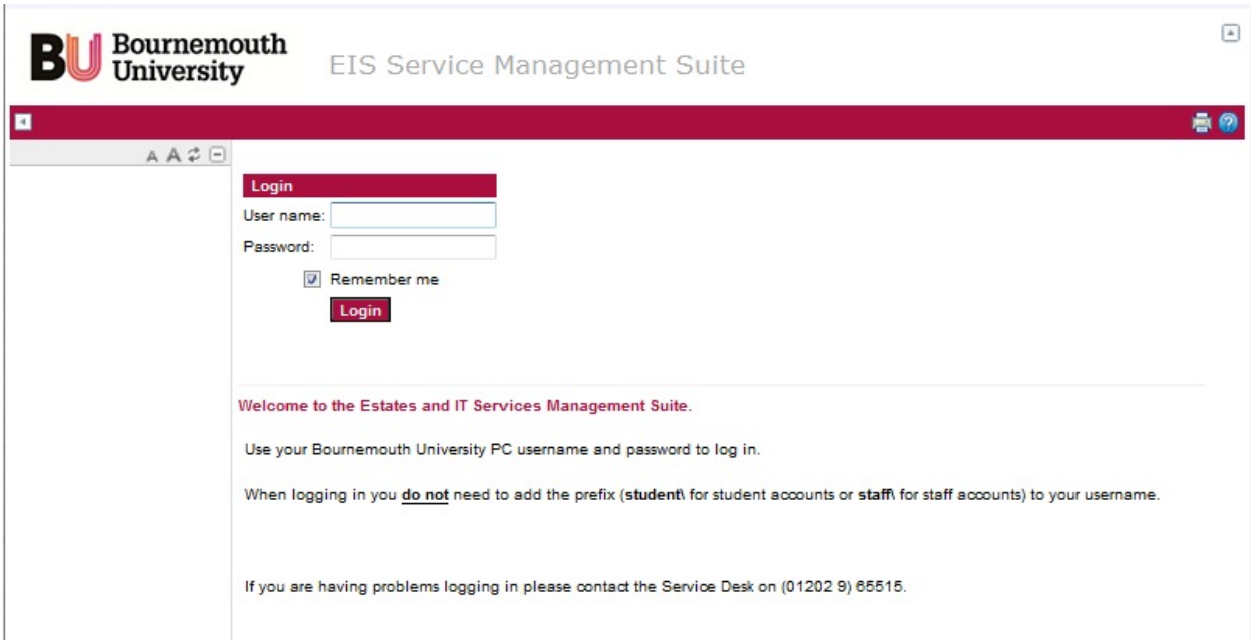
3 Using SNOW

3.1 Logging In

The SNOW system can be accessed from anywhere in the world from the following URL

https://bournemouth.service-now.com/

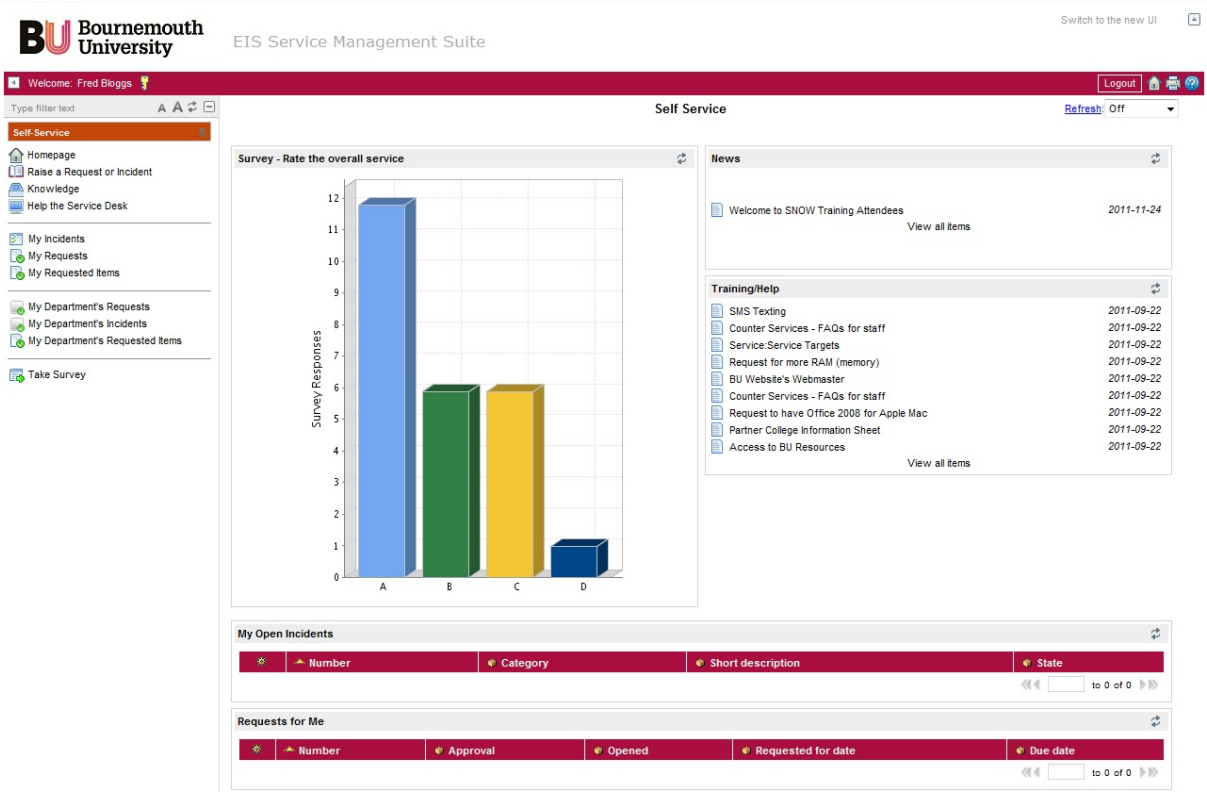
The login page looks like this


Bournemouth University
EIS Service Management Suite
Login
User name:
Password:
Remember me
Login
Welcome to the Estates and IT Services Management Suite.
Use your Bournemouth University PC username and password to log in.
When logging in you do not need to add the prefix (student\ for student accounts or staff\ for staff accounts) to your username.
If you are having problems logging in please contact the Service Desk on (01202 9) 65515.

To access the site enter your Bournemouth University username and password.

3.2 Your homepage

Once you have logged in, you are taken to your homepage which looks like this

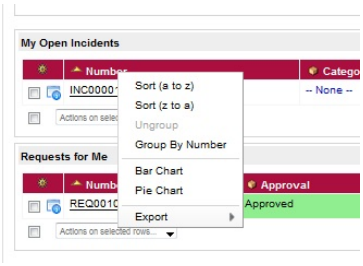


Your current open incidents and requests are shown in the lists at the bottom of the screen. The graph shows the responses received from the survey. Other items on your homepage include News and Training/Help articles from the knowledge base.

Please note that “My Department’s….” options are only available to BU Staff administrators.

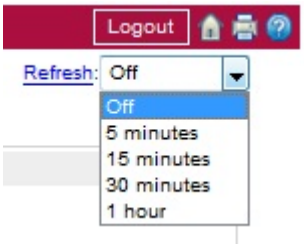
3.3 Navigating around the screen

You can sort your requests and incidents lists by right-clicking on the column header.



The option box also gives you the ability to export the data, create your own graphs or group by field.

3.3.1 What do the icons on the screen mean?

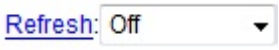


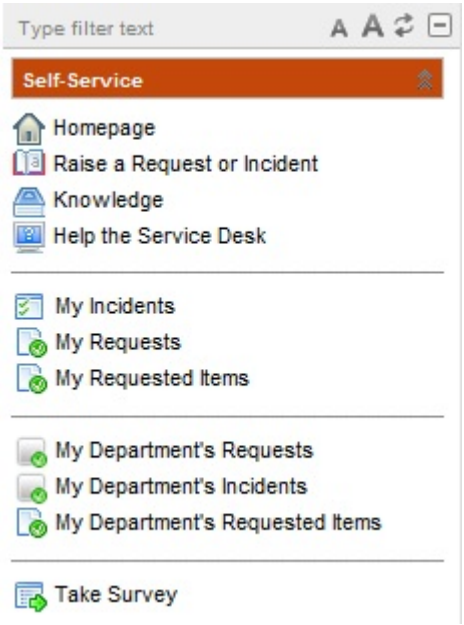
This can be found in the top right hand corner of the screen and takes you to service-now's wiki site

This can be found in the top right hand corner of the screen and gives you the ability to print the current view

This can be found in the top right hand corner of the screen and takes you back to your homepage

Logs you out of the current session

 Refreshes the screen either on demand (by clicking on the word 'refresh') or automatically in a given period of time (by selecting one of the time options).



This can be found in the top left hand corner of the screen and gives you the option to reduce the font size

This can be found in the top left hand corner of the screen and gives you the option to increase the font size

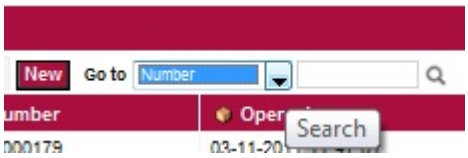
This can be found in the top left hand corner of the screen and gives you the option to refresh the menu

This can be found in the top left hand corner of the screen and gives you the option to minimize the menu.

These icons can be found on the right hand side of the ‘Self Service’ menu bar and can be used to minimize or maximize the application menu.

3.4 Searching for things

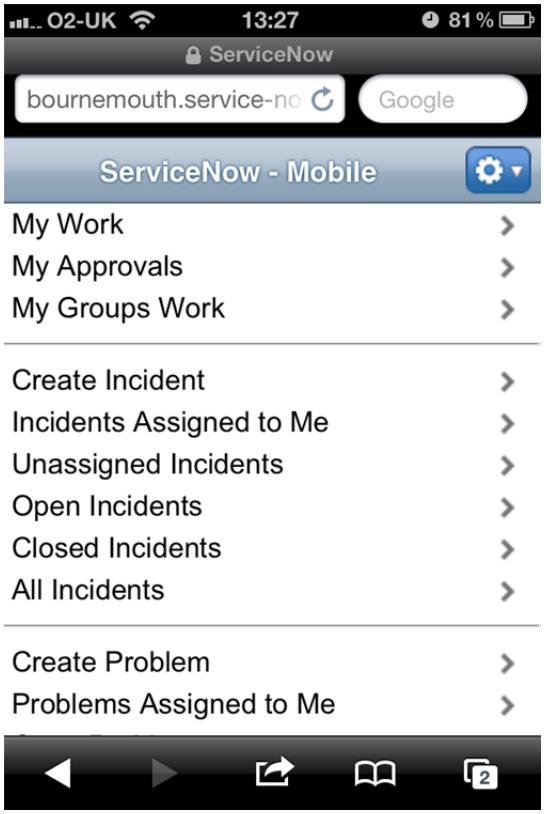
You can search for your incidents, requests and requested items by either looking at the lists at the bottom of your homepage or by using the search option in the relevant form. Sections 4.5, 4.6 or 4.7 for more information.



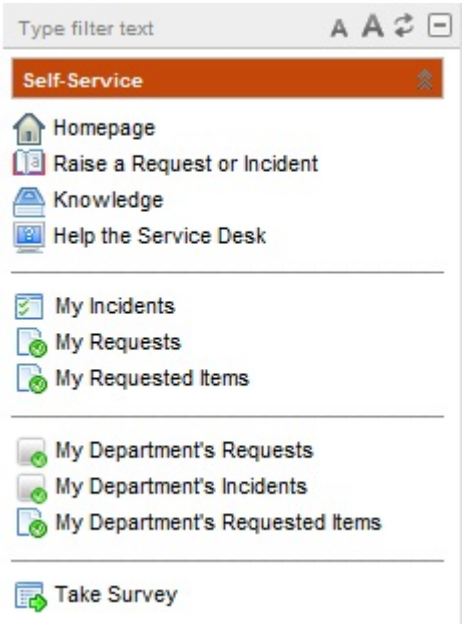
3.5 Accessing SNOW from your mobile

SNOW can be accessed from your mobile phone by connecting to the same website address as defined in section 1.1 - [https://bournemouth.service-now.com/.](https://bournemouth.service-now.com/)

The mobile version of SNOW works in a very similar way to the ‘full’ version as outlined in this document.



4 The Self-Service Portal



4.1 Homepage

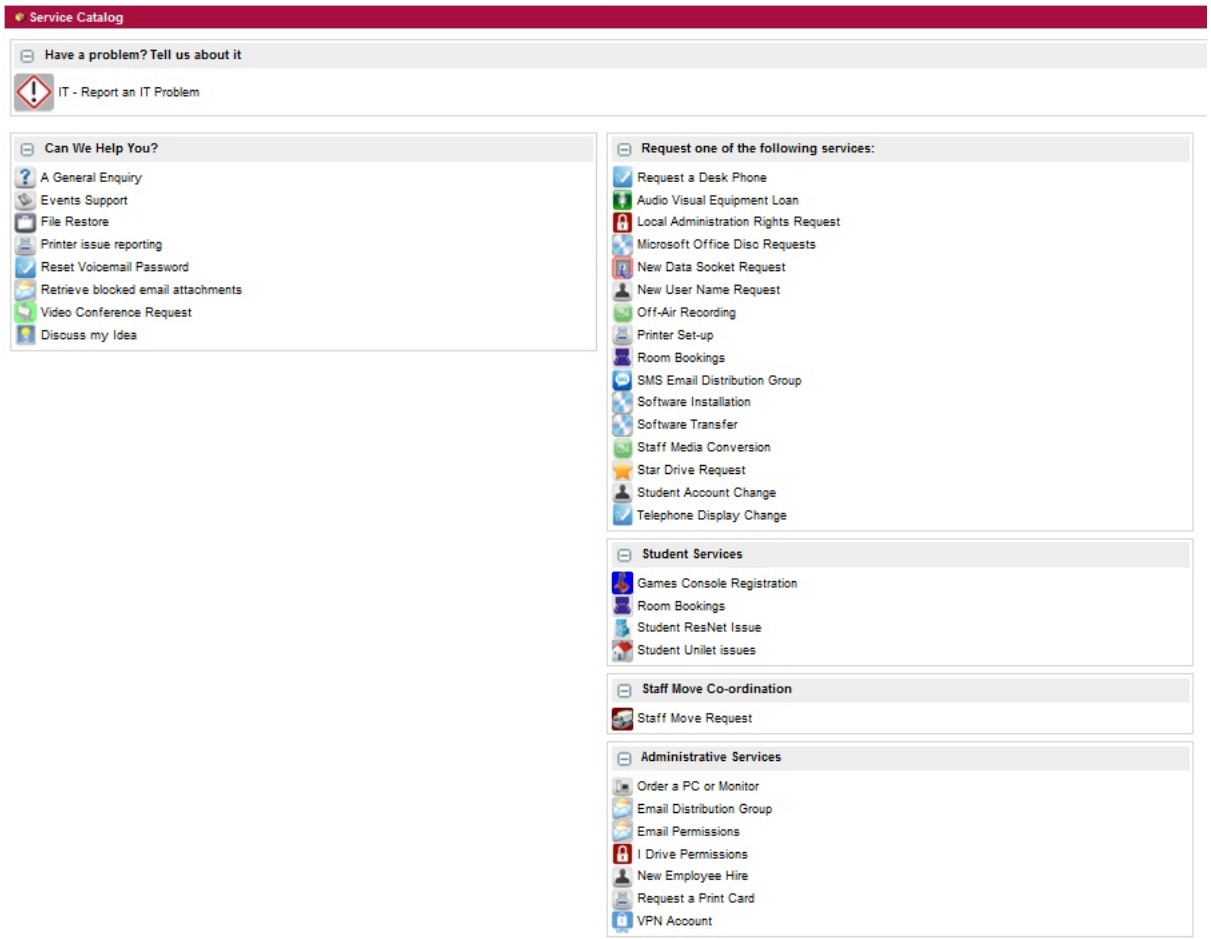
This link takes you back to your homepage.

4.2 Raise a Request or Incident

This link takes you to an area where you can raise an incident, log a problem or request a standard service from EIS.

There are a number of categories that you can choose services from

Name	User Capabilities
Have a problem? Tell us about it	Available to all staff and students
Can We Help You?	Available to all staff and students
EIS Staff Only	Available to all members of EIS
Request one of the following services:	Available to all staff
Student Services	Available to all students
Staff Move Co-ordination	Available only to those members of staff designated as Move Coordinators.
Administrative Services	Available only to those members of staff designated as Administrators.



At the top of the screen you see a box containing services. Click on these to log an incident.

The other categories (which you have access to depending on your role) enable you to request standard services from EIS.

Select the service you require and fill out the form.

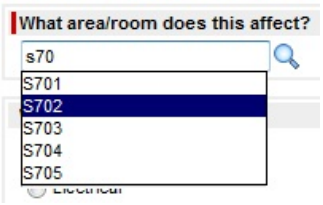
Fields marked with a red bar are mandatory fields.

Fields marked with an orange bar are read-only fields

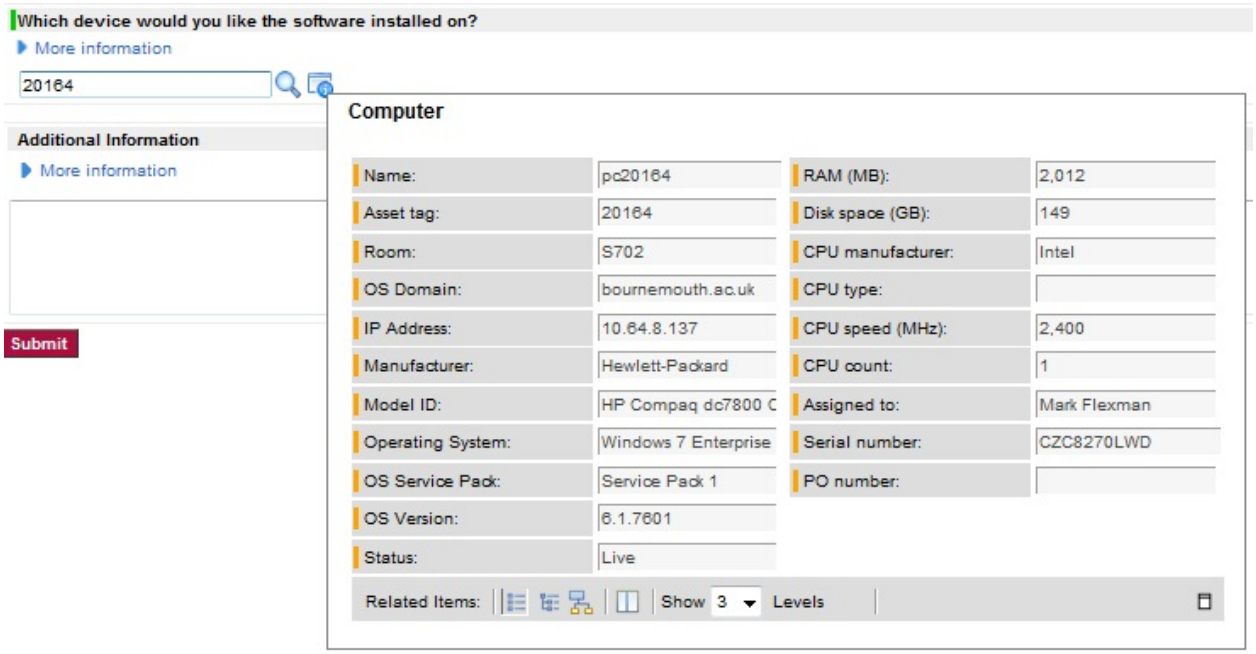
Once complete click on the Submit button and your request is logged and will then appear in the list on your homepage until it has been closed.

When you request services or raise an incident, you will notice a number of different icons and field types.

Clicking on the magnifying glass icon allows you to select the right information from a pop up window. However, if you know the information to be entered then enter the first few characters and a smaller choice list will appear.



Hover over this icon and a quick view window will appear giving you more details about the record. This allows you to check that you have selected the right record item.



4.2.1 How do things get approved?

You will see that some requests get ‘approved’ automatically. This is either because it is a free service provided by EIS or because any cost related to your request or incident resolution is paid for by EIS.

However, some requests require approval before any action by EIS staff is taken.

These approval requests are automatically sent to the relevant school or professional service administrators by email. You can see the requests that require approval in your homepage list or by clicking on the ‘My Requests’ link (see section 4.6).

4.3 Knowledge

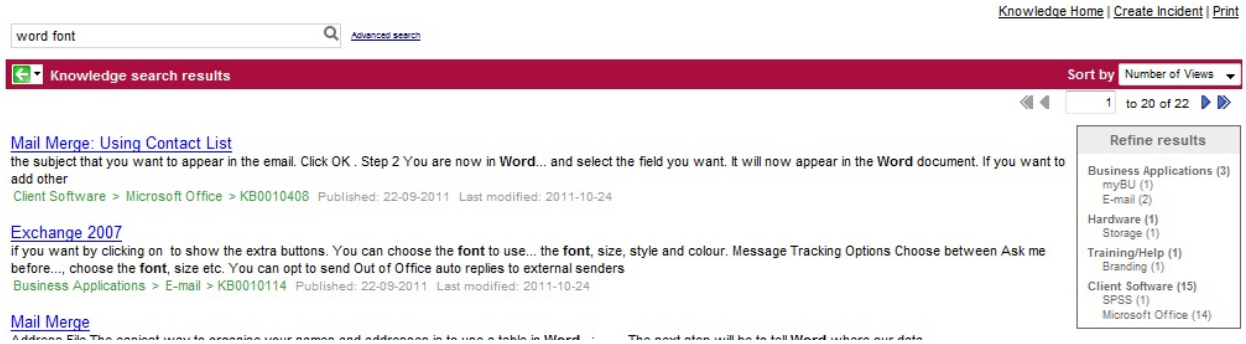
The knowledge base contains over 1000 documents which could help you resolve your own problem, or give you guidance on how to do things, for example how to insert a table in word.

There are a number of categories in the knowledge base which appear in the window when you click on the link.

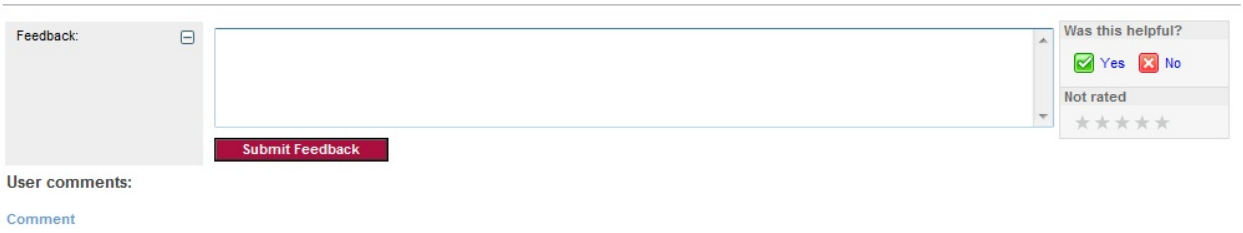
Knowledge Home | Create Incident | Print
Advanced search
Knowledge Base
Business Applications
Outlook: Texting Students 22-09-2011
Photocopying: Staff 22-09-2011
MyBU: Known issues 22-09-2011
Outlook 2010 configuration for staff away from BU 22-09-2011
Using contacts via OWA 22-09-2011
MyBU and Portal Web Addresses 22-09-2011
Client Software
Word: Insert a scanned signature 22-09-2011
Publisher: Converting Publisher Documents 22-09-2011
Word 2007: Tracking Changes 22-09-2011
Word 2003: Using templates 22-09-2011
XP: Changing Desktop Icon Size 22-09-2011
Word 2007: Ribbon mapping 22-09-2011

At the top of the screen is a search box, type in your search and either press enter or click on the spyglass icon.

Search results then appear in a similar format to the following giving you options to click on relevant documents or articles.


Knowledge Home | Create Incident | Print
word font
Advanced search
Knowledge search results
Sort by Number of Views
1 to 20 of 22
Mail Merge: Using Contact List
the subject that you want to appear in the email. Click OK . Step 2 You are now in Word... and select the field you want. It will now appear in the Word document. If you want to add other
Client Software > Microsoft Office > KB0010408 Published: 22-09-2011 Last modified: 2011-10-24
Exchange 2007
if you want by clicking on to show the extra buttons. You can choose the font to use... the font, size, style and colour. Message Tracking Options Choose between Ask me before..., choose the font, size etc. You can opt to send Out of Office auto replies to external senders
Business Applications > E-mail > KB0010114 Published: 22-09-2011 Last modified: 2011-10-24
Mail Merge
Refine results
Business Applications (3)
myBU (1)
E-mail (2)
Hardware (1)
Storage (1)
Training/Help (1)
Branding (1)
Client Software (15)
SPSS (1)
Microsoft Office (14)

Knowledge Home	Takes you back to the main knowledge base screen
Create Incident	Allows you to log a basic incident
Print	Allows you to print the article or view
Feedback	This appears within an article itself and takes you to an area of the article to provide feedback.



4.4 Help the Service Desk

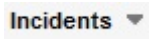
Clicking on this link updates the system database with up to date details of the hardware, software, processor of the machine that you are using. This is important as it enables technicians to resolve your problem as quickly as possible. You may well be asked to click on this link by the Service Desk staff.

Follow the on-screen instructions.

Please note that this application works best in Internet Explorer.

4.5 My Incidents

Clicking on this link gives you access to all your open incidents.



Clicking on the down arrow allows you to refresh the list manually, group the list by any one of the relevant fields and also to change the number of rows on the screen.

You can log a new incident by clicking on this button.

4.5.1 How can I update an incident?

To update an incident, click on the incident number.

A number of new icons appear in the top right hand corner of the screen.

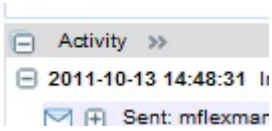
You can attach any file to a record by clicking on the paperclip icon

You will notice a couple of additional icons appearing against a few of the fields in the view

This appears next to the Short Description Field and gives you a choice list of most used short description entries

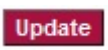
This appears next to the Short Description field and searches the knowledge base for help articles relating to the words in this field.

This is a spell checker for any text you enter into the Additional comments field.



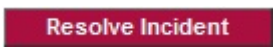
The activity area on the screen gives you read only access to the record diary.

You can add additional comments into the 'Additional comments' field. To save your changes and stay in the record view click on

, otherwise click on 

to return to the list view

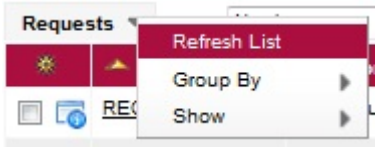
4.5.2 How can I close an incident?



You can then 'cancel' the incident yourself (if it's no longer needed) by clicking on this button.

4.6 My Requests

Clicking on this link gives you access to all your open requests.



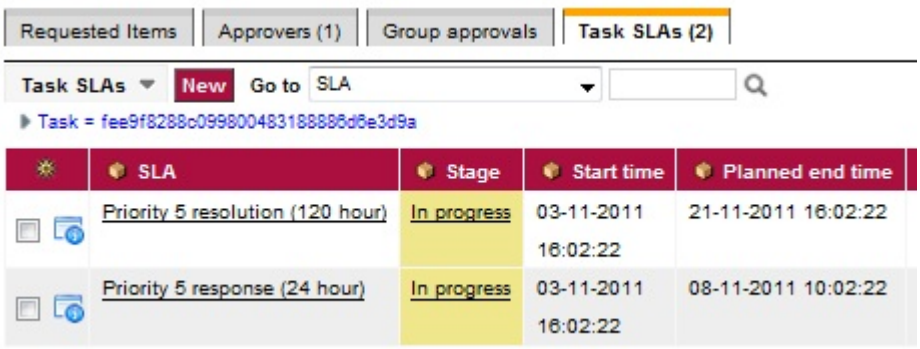
Clicking on the down arrow allows you to refresh the list manually, group the list by any one of the relevant fields and also to change the number of rows on the screen.

To update a request click on the request number, this will bring up the full request record. You will notice that the majority of the record fields have become read only.

This icon has now appeared in the top right hand corner of the screen. This allows you to change the list layout to a tabular format.

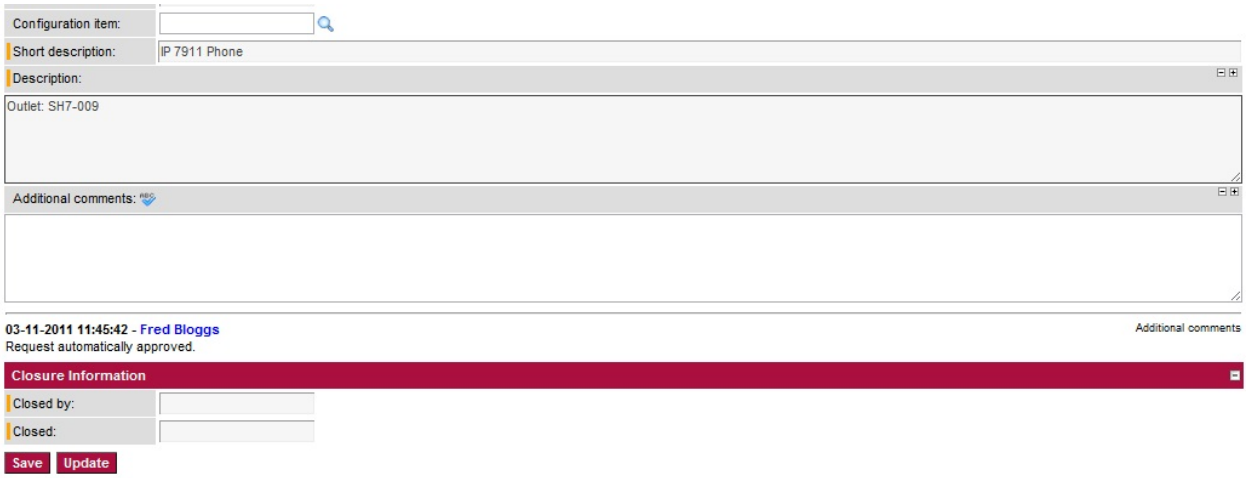
You can attach any file to a record by clicking on the paperclip icon

You can view the requested items (if applicable), the request approvers and SLA information associated with the request.



4.6.1 How can I update a request?

You can add additional comments into the ‘Additional comments’ field. To save your changes and stay in the record view click on Save , otherwise click on Update to return to the list view



4.7 My Requested Items

Some requests are for individual cost items such as a telephone handset. Requests for these types of services will appear in the requested items list.

You can update items in this list in the same way as you can with incidents and requests.

4.8 My Department's Requests

This link is only available to staff administrators.

It enables administrators to view and manage all requests for their School or Professional Service. Records can be edited in the same way was outlined above.

4.9 My Department's Incidents

This link is only available to staff administrators.

It enables administrators to view and manage all requests for their School or Professional Service. Records can be edited in the same way was outlined above.

4.10 My Department's Requested Items

This link is only available to staff administrators.

It enables administrators to view and manage all requests for their School or Professional Service. Records can be edited in the same way was outlined above.

4.11 Take Survey

EIS are always keen to receive feedback on the services it provides to staff and students. If you wish to provide feedback on a particular service or member of staff please select this link and complete the form.

5 E-mail notifications

5.1 What emails get sent?

You will receive a number of e-mails when incidents or requests are logged.

Request REQ0010xxx has been opened on your behalf

You will get a message when the request is first logged on the system

Incident INC0000xxx has been opened on your behalf

You will get a message when the incident is first logged on the system

Request REQ0010xxx has been changed

When your request has been changed.

Incident INC0000xxx has been changed

When your incident has been changed.

Your request REQ0010xxx has been completed

When your incident has been fulfilled.

Your incident INC0000xxx has been closed

When your incident has been resolved.

Request REQ0010xxx Approval Request

For requests that require approval, administrators will also receive an e-mail requesting approval. Requests can be approved by clicking on the appropriate link in the body of the email.

Please take this survey related to Incident INC0000xxx

This is sent to you 24 hours after the incident has been resolved. Please find the time to complete the survey as your views are important to us.